

Complaint about childcare provision

Ref: 2759601/5904167

Date: 7 March 2025

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 7th February 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios, safety of premises, sleeping arrangements, baby room and risk assessment

On 11th February 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

The provider will be able to give parents further information about this.

Actions needed by 21st March 2025:

- ensure all staff receive effective training and coaching that helps them improve the quality of their practice and offers further clarity on their key roles and responsibilities
- embed a secure key person system to ensure that transition periods offer a more settled routine for children, particularly during lunch time periods.

On 26 February 2025, we received further concerns that the provider was not meeting requirements relating to: Safeguarding policies and procedures, Staff:child ratios, Qualifications, training, support and skills and Complaints. This related to incidents which took place before the inspection on 09 January 2025 - 21 January 2025. On 03 March 2025, the provider notified us about a significant event in relation to this concern. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 04 March 2025, we carried out a regulatory telephone call. We found that at the time of the incidents, the provider was not meeting some of the requirements. However they have already taken action to put this right. This has included implementing a written complaints procedure which details the process to follow when a concern or complaint is raised and support relating to staff training and skills.

On 19 March 2024, the provider responded to the action/s set. We found that the provider

had improved their supervision, training and key person arrangements. We are satisfied the provider has met the actions raised. The provider is still registered with Ofsted.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).